GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2128
ANSWERED ON:05.03.2003
POSTAL SERVICES IN NORTH EASTERN STATES
BHIM PRASAD DAHAL

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of complaints received regarding unsatisfactory postal services in North Eastern States, particularly Sikkim during the last three years;

(b) the nature of complaints;

(c) whether any negligence on the part of officers and employees have also come to the notice while enquiring into such complaints; and

(d) if so, the action taken by the Government against those officers and employees?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY(SH THIRUNAVUKKARASAR)

(a) The number of complaints received regarding unsatisfactory postal services in North Eastern States and Sikkim during the last three years is as under:

Year	North Eastern States	Sikkim
1999-2000	18,835	Nil
2000-2001	19,512	Nil
2001-2002	19,999	01

(b) (I) In North Eastern States, the complaints received were of various nature like non-receipt of acknowledgements, delay/non-delivery/loss of Registered letters/ Parcels, delay in payment of money orders and delay in transfer of Savings Bank Accounts.

(ii) In Sikkim, one complaint relating to non-delivery of postal article by Gramin Dak Sevak (GDS) was received.
(c) Yes, Sir.

(d) North Eastern States Sikkim

30 officials were punished with withholding of increment, censure, recovery of loss, removal from service and debarment from appearing in department examinations.	1 Gramin Dak Seval was put off duty.